

Section #3

PATENT
Customer Number 22,852
Attorney Docket No. 07752.0026

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

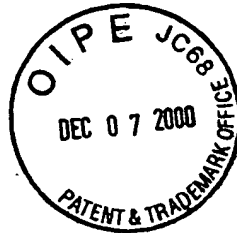
In re Application of:

Jean L. Missinhoun et al.

Serial No.: 09/608,293

Filed: June 30, 2000

For: SYSTEM AND METHOD FOR
PROVIDING A MULTI-CHANNEL
CUSTOMER INTERACTION
CENTER



) Group Art Unit: 2761

) Examiner: Unassigned

Assistant Commissioner for Patents
Washington, DC 20231

Attention: **BOX MISSING PARTS**

Sir:

**RESPONSE TO NOTICE TO FILE
MISSING PARTS OF APPLICATION**

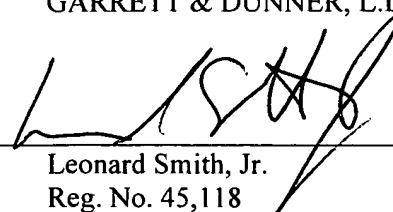
In response to the communication of September 7, 2000, Applicants submit a Declaration/Power of Attorney for filing in the above-identified application, the required fee of \$130.00, the required fee of \$110.00 for a one-month extension of time, and a copy of the Notice of Missing Parts.

Please associate the enclosed declaration with the above identified application.

Please grant any extensions of time required to enter this response and charge any additional required fees to our deposit account 06-0916.

Respectfully submitted,

FINNEGAN, HENDERSON, FARABOW,
GARRETT & DUNNER, L.L.P.

By: 
Leonard Smith, Jr.
Reg. No. 45,118

Dated: December 7, 2000

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12/08/2000 SDUONG

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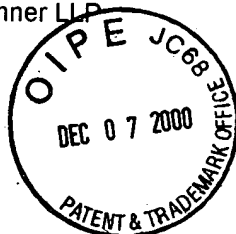


UNITED STATES PATENT AND TRADEMARK OFFICE

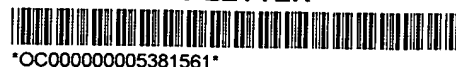
COMMISSIONER FOR PATENTS
UNITED STATES PATENT AND TRADEMARK OFFICE
WASHINGTON, D.C. 20231
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APPLICATION NUMBER	FILING/RECEIPT DATE	FIRST NAMED APPLICANT	ATTORNEY DOCKET NUMBER
09/608,293	06/30/2000	Jean L Missinhoun	07752.0026

Finnegan Henderson Farabow Garrett & Dunner LLP
1300 I Street N W
Washington, DC 20005-3315



FORMALITIES LETTER



OC00000005381561

Date Mailed: 09/07/2000

NOTICE TO FILE MISSING PARTS OF NONPROVISIONAL APPLICATION

FILED UNDER 37 CFR 1.53(b)

Filing Date Granted

An application number and filing date have been accorded to this application. The item(s) indicated below, however, are missing. Applicant is given TWO MONTHS from the date of this Notice within which to file all required items and pay any fees required below to avoid abandonment. Extensions of time may be obtained by filing a petition accompanied by the extension fee under the provisions of 37 CFR 1.136(a).

- The oath or declaration is missing.
A properly signed oath or declaration in compliance with 37 CFR 1.63, identifying the application by the above Application Number and Filing Date, is required.
- To avoid abandonment, a late filing fee or oath or declaration surcharge as set forth in 37 CFR 1.16(e) of \$130 for a non-small entity, must be submitted with the missing items identified in this letter.
- The balance due by applicant is \$ 130.

*A copy of this notice **MUST** be returned with the reply.*

Customer Service Center

Initial Patent Examination Division (703) 308-1202

PART 2 - COPY TO BE RETURNED WITH RESPONSE

12/08/2000 SDUONG 00000068 09608293

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130.00 OP